



Schwarzenegger's plan would have taken affect July 1st if approved by lawmakers. It included immediate freezes on cost-of-living adjustments (COLA) to those receiving cash assistance under California's Supplemental Security Income (SSI) State Supplementary Payment (SSP) programs, and blocked the COLA increases in favor of other spending priorities.

But the state has reportedly collected "unexpected and record-breaking tax revenue" this year, leading advocates to push the Governor and state leaders to support programs that benefit the poor. California is home to one million elderly, blind or disabled residents who depend on SSI/SSP grants for support.

So on May 12, 2006 the governor retreated on earlier plans to cut state assistance to 1.2 million low-income Californians who have disabilities or are elderly or blind. His decision was supported by advocates of state programs in health and social services. We are happy to again see the Governor pull back his earlier proposals to deny those in need, in favor of a revised spending proposal that we hope is approved swiftly in the legislature.

From the Director's Desk

*Helen Lopez,
Executive Director*

It's May revised state budget time for the upcoming 2006-2007 State Fiscal Year. The great news is that there are no direct threats to IHSS funding. The Governor's initial January budget proposal included devastating cuts in state assistance to low-income Californians who are elderly, disabled, or blind. The January proposal had been criticized since it was first released, and was seen by advocates of state programs in health and social services as a direct attack on vulnerable Californians.

Staff

Helen Lopez
Executive Director

Rosa Hildago
Registry Manager

Myette Christian
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Registry Specialists & Their Areas

TBA
Victorville

Rhonda Henriksen
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Marisela Rios
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Mary Ann McAllister
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Miriam Estrada
CBI

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Health Benefits Unit & Specialists

Mirna Laguerre
Worker Comp/Health Benefits
(IEHP ONLY)

Jamie Naughton or

Shanna Miller
Income & Employment Verification

REGISTRY SUMMARY

Provider Update Cards

In an effort to update provider information in the Registry database and in order to provide good Provider Referral Lists, the Public Authority sent out over 1,500 provider update cards. All providers that were made available to the

Registry prior to March 15, 2006 were sent a Provider Update card to update their information. Providers were given a month and a half to respond. Failure to respond resulted in termination from the registry. 626 of the 1700 providers did

not respond and therefore, will be removed from the registry. The Public Authority will send out the update cards 3 times a year in order to maintain up to date provider information.

Registry Stats

From April 1, 2006 to April 30, 2006

- New Clients to the Registry _____ 71
- New Provider Applications received _____ 149
- Total # of Hires in this month _____ 81
- Available providers _____ 1640

Provider Applications

The Public Authority will temporarily stop accepting provider applications as of **May 31, 2006**. We are currently experiencing an overwhelming number of applications. **All areas will stop accepting applications** except Joshua Tree/Mountains/Needles/Trona and the outlying high/lower

desert cities. We anticipate opening the application process sometime in September/October 2006.

During this time, PA staff will focus on processing the last applications received and cleaning up the registry to keep serious and dedicated providers in the system.

Removal from Registry Policies

Did You Know?

Providers can be removed from the Registry?

The Public Authority Registry retains the exclusive right to list, refer with or without comment, suspend or remove a provider from the Registry. At no time will the Registry deny a provider's right to be hired by the recipient through In-Home Supportive Services. The Registry is a "Privileged" referral list to enhance the Recipient's options when hiring their individual care provider.

These rules apply for persons seeking referrals through the IHSS Public Authority registry. Complaints concerning a provider may be given verbally or in writing to the Registry staff, which will document all complaints. The person making the complaint against the provider may remain anonymous.

The Registry will suspend new assignments of a provider that has a complaint pending. Complaints against providers will be categorized into two types of offenses, minor and major.





POLICY – MINOR OFFENSES

I. The Public Authority will remove a provider from the Registry after two complaints of minor offenses that have been reported by one or more sources within a one year period and have been determined to be valid by Public Authority staff. A First Offense warning letter will be sent to the provider within 10 days of the complaint.

A. Minor offenses may include, but are not limited to:

- Not appearing at scheduled interviews without notice;
- Being late for work without reasonable notice or cause;
- Discourtesy toward recipient or recipient's representatives or Public Authority staff;
- Refusal to do the authorized task agreed to upon hire by Recipient;
- Not performing requested authorized tasks during work hours;
- Inadequate job performance;
- Not returning Recipient phone calls within a reasonable amount of time;
- Not returning Registry phone calls within a reasonable amount of time;
- Failure to update Registry files;
- Quitting Registry assignment (without good cause) without a two week notice.

POLICY – MAJOR OFFENSES

II. The Public Authority will remove a provider from the Registry after one complaint of a major offense that has been determined to be valid by Public Authority staff or a second complaint for a minor offense within one year that has been determined valid. A termination letter will be sent to the provider letting them know that they are no longer part of our registry. An appeal letter will accompany the termination letter. Please read appeal process below.

A. Major Offenses include, but are not limited to:

- Fraud

- Theft
- Sexual/physical abuse or other abuse
- Neglect
- Dishonesty or misrepresentation of job duties;
- Unauthorized disclosure of confidential information;
- Being under the influence of alcohol or illegal substance while on duty;
- Asking the recipient to supplement the allowable IHSS wage;
- Leaving the job without notice, excessive absence or tardiness;
- Possession of firearms or dangerous weapons while on duty;
- Conviction of a crime which indicates unfitness for the job;
- Knowingly putting the recipient in jeopardy.

APPEAL PROCESS

1. A provider may appeal the Public Authority's action to the Public Authority Management team within ten days of mailing of the "action/ notification letter". The appeal must be in writing and state why the provider believes the Public Authority's action was inappropriate. The provider may present additional information along with their written notice to Management.
2. Management will respond with written notice of a decision within thirty days of receipt of provider's appeal. Management has the discretion to extend the timeframe if it deemed it appropriate and reasonable to do so.
3. Management will make the final decision regarding the appeal.

Note: The Public Authority's initial action will remain in effect until/unless the decision is reversed through the appeal process.

PROVIDER TRAINING

PROVIDER TRAINING RESPITE PAY

Beginning July 1, 2006, we will no longer be able to provide respite pay for providers to attend trainings offered by the Public Authority. Funding for this program is no longer available; therefore we can not continue to provide respite pay.

We do encourage you to attend our CPR/First Aid and the National Caregiver Training program (NCTP). These classes are **FREE** for all IHSS providers. Please call us at 1 (866) 985-6322 for more information.

CPR/First Aid Training

- **San Bernardino** 455 N D St. San Bernardino, CA 92415

Date	Day	Language	Class ID #'s
7/3/2006	Monday	Spanish	18603
8/7/2006	Tuesday		18614
9/5/2006	Tuesday		18604
10/3/2006	Tuesday	Spanish	18605
11/7/2006	Tuesday		18606
12/4/2006	Monday		18607
1/8/2007	Monday	Spanish	18608

- **Ontario** 2314 S. Mountain Ave Suite B Ontario, CA 92415

Date	Day	Language	Class ID #'s
7/10/2006	Monday		18609
8/9/2006	Wednesday		18610
9/12/2006	Tuesday	Spanish	18611
11/6/2006	Monday		18612
1/9/2007	Tuesday		18613

- **Victorville** 17270 Bear Valley Rd Suite 107 Victorville, CA 92392

Date	Day	Language	Class ID #'s
7/19/2006	Wednesday		18615
8/22/2006	Tuesday	Spanish	18616
10/25/2006	Wednesday		18617
11/20/2006	Monday		18618
12/19/2006	Tuesday		18619

- **Yucca Valley** 56357 Pima Trail Yucca Valley, CA 92284

Date	Day	Language	Class ID #'s
7/25/2006	Tuesday		18620
10/30/2006	Monday		18621
1/29/2007	Monday		18622

- **Barstow** 1300 E Mountain View Barstow, CA 92311

Date	Day	Language	Class ID #'s
10/11/2006	Wednesday	English	18647

Update for IHSS Recipients

If you are an IHSS recipient and have questions about a letter you received from California Department of Social Services (CDSS) regarding MediCal Share of Cost (SOC) please contact the California Department of Social Services at the toll free number for more information: 1-877-508-1327.

IN-HOME
SUPPORTIVE
SERVICES (IHSS)

May 2006 Providers Health Insurance Facts (IEHP)

- Enrolled - 1213
- Waiting list- 1880
- Terminated -69

The Health Benefits Clerk handles an average of 800 calls regarding health benefits and Workers Compensation every month.

Employment/Income Verifications Process

- All Employment Verifications (EVs), requests should be accompanied by a signed "Authorization to Release Information". The authorization to release information serves as exclusive permission to release employment information from the PA on behalf of In-Home Supportive Services.
- Employment Verification will be delayed if there is no signature.
- All employment verifications requests are completed within 72 hours.
- Verbal requests for EVs will not be accepted under any circumstances.
- Employment verifications are accepted by fax, mail, or walk-ins.
- Providers can request employment verification at their own discretion.
- If a provider does not have a third party form available, the provider may complete a "Provider Request Form" available at the Public Authority office in San Bernardino.
- The IHSS Public Authority only reports San Bernardino County payroll information. If a provider worked (s) for other counties, a separate request must be submitted to the corresponding county.

Employment Verification

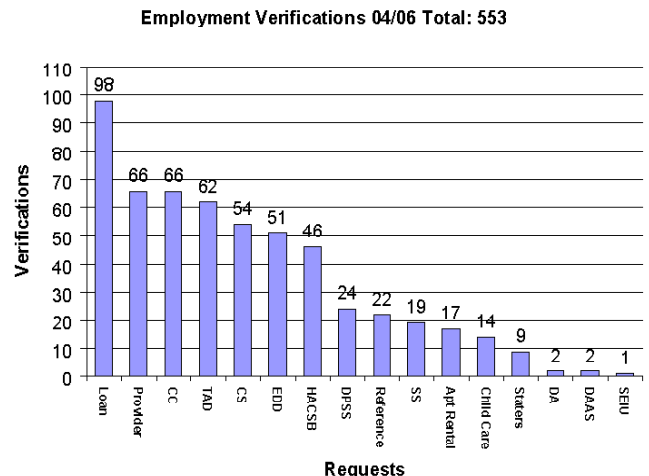
Income verification for April 2006 reflects an increase in requests.

Needed immediately

In-Home Care Providers:

- Morongo Valley
- Joshua Tree
- Wonder Valley
- Yucca Valley
- Twenty-Nine Palms

Please call 1-866-985-6322 for an application



Private Pay Caregiver Service

Do you, or someone you know, desire additional care giving beyond your authorized IHSS hours? Private Pay Caregiver Services may be an option for you and your family.

We are a group of Caregivers from the Public Authority Registry that are also available to provide private pay service.

The client makes payment arrangements directly with the provider. Using private pay does not affect your authorized hours. The Public Authority is not referring providers and therefore not responsible for hiring these providers. Call us if you need us, we can be there for you.

- **Lisa Patterson**
Victorville, CA
(760) 680-6767
- **Trishine Lockett**
700 E. Date St. # 2005
San Bernardino, CA 92404
Home (909) 636-5454
Cell (909) 910-5975
- **Rhonda Vann (IP & CNA)**
Fontana, CA
Home (909) 428-1223
Cell (562) 505-7927
- **Renee Butler**
1700 E. Date St. # 2005
San Bernardino, CA 92404
Home (909) 882-2112
Msg (909) 883-5321
- **Brenda Ramirez**
(760) 245-7653

Ms. Teena Marquez is a provider in the Barstow area. Teena works with a client who is bed bound due to a stroke. When our specialist Rhonda Henriksen first contacted the client's spouse he was under a great deal of stress. The client would not let her spouse leave her bedside; therefore, he was worn out. The client interviewed various providers before they hired Teena. In March, Rhonda had a home visit with the client and Teena had the client in a wheelchair playing bingo. This has helped the client with her memory as well as her speech; she is now saying short sentences. Teena gets the client dressed each day and into her wheelchair. The spouse now has time to do things for himself. The client is very happy and is on the road to recovery due to Teena Marquez. She is caring, gentle and extremely concerned. The client and her spouse feel that Teena is a special gift and could not imagine being without her.

Thank you for your hard work Teena Marquez, from the Public Authority!

Home phone service for just \$

Lifeline Telephone Service saves you 50% on local home phone service from the carrier of your choice. That's \$6 or less each month.*

Get connected to family, friends, job opportunities and emergency services.

Lifeline may be for you, even if you've been disconnected. Find out if you're eligible today!



or less!

Adults & Children Living in Household	Total Annual Income of Household (6/1/05 through 5/31/06)
1-2 members	\$20,600 or less
3 members	\$24,300 or less
4 members	\$29,200 or less
Each additional member	Add \$4,900

1-866-272-0349 (toll-free)

*To qualify, you must be at least 18 years of age and meet these income limits. Taxes and surcharges apply.



Lifeline Telephone Service is sponsored by the California Public Utilities Commission. 1-866-272-0358 TTY

Referred by:

Inland Empire United Way
www.ieuw.org
 (909) 980-2857





SAN BERNARDINO DIRECTORY

**HI-CAP-Health Insurance
Counseling and Advocacy
Program**
1-800-434-0222

**Suspected Arson Emergency
9-1-1 Information**
(909) 384-5388

**Broken/Burned Out Street
Light/ Missing/Damaged
Sewer or Drain Cover**
(909) 384-5129

Vacant Lot
(909) 384-5100

Occupied Lot
(909) 384-5205

Shopping Cart
1-800-252-4613

**Non-Functioning Traffic
Light**
(909)384-1304

Open Fire Hydrant
(909) 384-5095

Street Traffic Problem
(909) 384-5245

Public Health
1-800-637-6280
1-800-722-4794

Sidewalks
(909) 384-5045

**Senior Information &
Assistance**
1-800-510-2020

Public Defenders
(909)387-8373

Rats
(909) 388-4600

**Trash/ Weeds/Sewer
Overflow or Flooded Street
or Clogged Storm Drain**
(909) 384-5045

**Damaged Bus Shelter or
Concrete Bench**
1-800-966-6428

Tree Limb in Electric Wire
1-800-611-1911

**Fallen Tree in Street/
Uncollected Trash**
909-384-5335

Water Quality
(909) 384-5139

Water Service or Leaks
(909) 384-5141

Pot Hole / Damaged
(909) 384-5045

Unsanitary Animal Condition
(909) 384-1304

**Trash or Debris on Private
Property**
(909) 384-5205

**Building Permits
Illegal/ Un-permitted
Construction**
(909) 384-5071

Dead Animal
(909) 384-1304

**Abandoned or Dangerous
Building/Abandoned or
Inoperative Vehicle**
(909) 384-5205

Graffiti
(909) 384-5250

Overflowing Dumpster
(909) 384-5335

**Loud Noise/ Nuisance
Pay Phone/Nuisance Bar/
Belligerent Person**
(909) 383-5311

Senior Employment
(909) 891-3913

SEIU 434B
1-877-734-8864



600 N. Arrowhead Ave. STE 100
San Bernardino, CA. 92415-0034
Phone: (866) 985-6322
Fax: (909) 386-3071
TDD: (909)386-5080



PRSRT STD
U.S. POSTAGE

PAID

San Bernardino, CA
PERMIT No. 1677

IHSS Public Authority

600 N. Arrowhead Ave Ste 100
San Bernardino, CA 92415-0034

TOLL FREE
1-866-985-6322

Phone:
909-386-5014

Fax:
909-386-3071

Email
nlozoya@hss.sbcounty.gov

Visit us @

<http://hss.co.san-bernardino.ca.us/PA/>